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ATTORNEY'S DOCKET NO: C0441/7160

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Lundy Lewis
Serial No: 09/577,225
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Applicants request that the following amendments be made to the above application.

In The Title

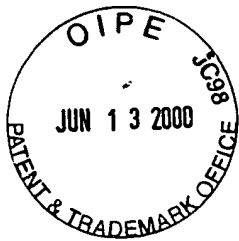
Please delete the present title and substitute the following title:

-- METHOD AND APPARATUS FOR REACTIVE AND
DELIBERATIVE SERVICE LEVEL MANAGEMENT (SLM) --

Respectfully submitted,

By: Therese A. Hendricks
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
Tel. (617)720-3500

Docket No. C0441/7160
Dated: June 9, 2000



0500
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Transmitted herewith is/are the following document(s):

[X] Preliminary Amendment

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

6-9-00
DATE

THERESE HENDRICKS

By:
Therese A. Hendricks
Registration No. 30,389
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, MA 02210
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Xndd